

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

January 12, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:20	Test Calls Study Report & SA QI Project Update	N. Kasarabada
III	9:20 – 9:30	Provider Directory Posting Updates & Hard Copies	V. Joshi
IV	9:30 – 9:35	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
V	9:35 – 9:45	Cultural Competency Updates	S. Chang Ptasinski
VI	9:45 – 9:50	PRO	M. Hernandez
VII	9:50 – 9:55	Policy Update – Office of Compliance	R. Faveau
VIII	9:55 – 10:15	COD Update	J. Sheehe
IX	10:15 – 10:30	Psychological Testing	N. Thomas
		Announcements:	

Next Meeting

February 9, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	January 12, 2015
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Alan Lert; Alyssa Bray; Anahid Assatourian; Aprill Baker; Barbara Cienfuegos Engleman; Bertrand Levesque; Claudia Fierro; Debra Mahoney; Debi Berzon-Leitelt; Gassia Ekizian; Greg Tchakmakjian; Jessica Wilkins; John Sheehe; Karen Lee; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michael Boroff; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Nathaniel Thomas; Randolph Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Vandana Joshi; Yolanda Lewis		
Excused/Absent Members	Ann Lee; Barbara Paradise; Carol Eisen; Elisabeth Gildemontes; Elizabeth Owens; Helena Ditko; Lupe Ayala; Pamela Inaba;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	N. Kasarabada
Review of Minutes	The December minutes were reviewed.	Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Test Calls Study Report & SA QI Project Update	<p>Dr. Kasarabada reviewed the test calls study results for CY 2014 and highlighted the trends related to improvement in certain areas such as satisfaction with interpreter services, assessing crisis/emergency, providing referrals and need for improvement in other areas such as providing first name to the caller, requesting caller's name and logging the calls and related information on requests for services.</p> <p>She reviewed the proposed changes in methodology for CY 2015 Test Calls study that were developed collaboratively by SA QIC Chairs, QID, and ACCESS Center. These include: both daytime and after hour test calls, two SAs calling ACCESS each month between May and August 2015, and incorporating additional detail on reasons for dissatisfaction with interpreter services/overall information referral services that enables identification of specific areas for quality improvement purposes.</p> <p>Dr. Kasarabada reviewed preliminary pre-post aggregate survey results for the SA QI project related to the training on parameters for family engagement and noted that there was a positive change in the beliefs and practices related to family engagement as reported by staff who attended this training. She explained that QID is still waiting for additional post survey data from SAs and will be sending reminders to the participants of this training. Upon receipt of this data, matched pairs analyses will be completed and presented to QIC.</p>		N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Provider Directory Posting Updates & Hard Copies	<p>Dr. Joshi presented on the preparation of Hard Copy printing of the Provider Directory. All SA Liaisons will be sent a draft copy for review before being posted on the website and sent to the printer. Currently SA 1, 3 and 6 have been sent draft copies for review. This week the remaining SAs will be sent their copies.</p> <p>Regarding the MHSIP survey all SA Liaisons should review the August 2013 MHSIP report and the data sent to providers via the SA Liaisons and discuss how they can analyze the data for their respective agencies.</p>	<p>Nicholas Pisca will be emailing these copies and receiving all the changes and revisions. Once approved the PDs will be sent to the printer and delivered directly to the SA Liaisons in each SA.</p> <p>QID will send some guidelines to the SA Liaisons for analyzing the MHSIP data at the agency level. Please review these guidelines in your SA QIC meetings and come to the Countywide QIC meeting for a discussion on what is most useful and feasible for your SA in terms of data analysis of MHSIP data for Quality Improvement.</p>	V. Joshi N. Pisca
Clinical Quality Improvement OMD Report	<p>Ms. O'Donnell presented on Safety Intelligence (SI) A revised PowerPoint presentation and user role spreadsheet about Safety Intelligence, the new DMH online clinical event reporting system, will be sent to the QIC chairs who are asked to follow-up with the providers in their area who have not yet sent in their information. On the spreadsheet, there is a section for the manager and one designee, preferably a higher level manager such as a QI manager or executive at the agency who will enter reports and complete corrective action information in the manager's absence.</p> <p>Peer Review Psychiatrist peer review follow-up continues for clients reviewed who were on an antipsychotic medication and who did not have a BMI documented.</p>	<p>Spreadsheets should be returned by 2/2/15 and sent to <u>David Crain</u>, Clinical Risk Management staff. His number is 213-381-8352.</p>	M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency Updates	<p>Dr. Chang Ptasinski provided the below CC updates.</p> <ul style="list-style-type: none"> • The PSB-CCU liaisons continue to visit the SA QICs to provide Unit and CCC updates. • The PSB-CCU has submitted DMH P&P No. 202.01, Bilingual Bonus to the Compliance Privacy and Audit Services Bureau for review. At present, the PSB-CCU is revising the DMH P&P No. 202.21 Language Interpreters. <p>Cultural Competence Committee updates:</p> <ul style="list-style-type: none"> • Dr. Leticia Ximenez and Mr. Bruce Wheatley were re-elected as CCC co-chairs for 2015. • The 2015 CCC workgroups include: CRDP Alignment, Data, Outreach and Presentations, and Juvenile Justice Disparities. • Activities and accomplishments of the CCC's 2014 workgroups: <p><u>CRDP Alignment Workgroup:</u> - aimed to raise awareness about the five CRDP reports as well as recommendations to reduce disparities.</p> <p><u>Data Workgroup:</u> - developed a PowerPoint presentation titled "Using data to identify community cultural needs." Intended for SAAC audiences, this presentation the importance and relevance of data collection and utilization,</p> <p><u>Outreach and Presentations Workgroup:</u> - aimed to increase the visibility and awareness of the PSB-CCU and CCC within each Service Area Advisory Committee.</p> <p><u>Training Workgroup:</u> - aimed to promote departmental cultural competency trainings and education opportunities.</p>		<p>S. Chang Ptasinski</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
PRO	Posters were distributed to QIC chairs/co-chairs at the meeting. Mr. Hernandez thanked Dr. Chang Ptasinski for providing the statement on cultural language specific services included in the poster.	NOA "E" is being translated into Spanish and is been sent to Gartia Bansah and John Lessley at DHCS, awaiting on their approval.	M. Hernandez
Policy Update-Office of Compliance	No updates at this time.		R. Faveau
COD Update	Dr. Sheehe presented on the ongoing DMH contract with UCLA Integrated Substance Abuse Programs (ISAP). OMD will be launching an updated COD 101 training. The training will be presented live at all ASOC directly operated clinics with the ultimate goal of filming the training and providing it on our integrated care web site for ongoing access by both directly operated and contracted providers.		J. Sheehe
Psychological Testing	Dr. Thomas provided a brief presentation to Psychological Testing. Psychological testing is a way of assessing constructs such as cognitive skills and personality. Prior to Managed Care, psychological testing was over utilized. It was being performed without a clear clinical rationale and for administrative purposes other than those of the LACDMH. The Central Authorization Unit of the LACDH Managed Care Division preauthorizes testing. The testing is administered by psychologists who are contracted providers in our Fee-For-Service (FFS) Network.	The purpose is to make more of our providers aware of psychological testing as an adjunct to mental health treatment.	N. Thomas

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Announcements:	None		
Handouts:	<ul style="list-style-type: none">➤ Test Calls Study Results➤ Family Engagement Project Evaluation Summary➤ The Integrated Care Training Project➤ Psychological Testing		
Next Meeting:	February 9, 2015		

Respectfully Submitted,

Naga Kasarabada, Ph.D.